

SIMTHANDILE JO-ANN NDLOVU

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CAPE TOWN

PROFESSIONAL SUMMARY

Dedicated IT Specialist with a proven ability to provide effective day-to-day IT support, streamline service desk operations, and deliver exceptional end-user satisfaction. Experienced in managing IT infrastructure, conducting training sessions, and coordinating hardware rollouts while ensuring alignment with global IT standards. Adept at solving technical challenges, improving IT processes, and supporting project implementation.

TECHNICAL SKILLS

- IT Support & Troubleshooting
- IT Infrastructure Management (Networking, Printers, Device Rollouts)
- Incident & Change Management Processes
- IT Security & End-User Training
- Onboarding & Permissions Administration
- Multilingual Communication: English, isiXhosa, Afrikaans
- Microsoft Office Suite & Google Workspace
- IT Asset Management Tools
- End-User Device Management
- Paid Media Platforms

EDUCATION

DPICTC- Communication Networks

Feb 2022 - 2025

- Network Configuration and Troubleshooting Network issues
- Routing and switching protocols, Performance optimization
- Documentation and Reporting

Digital Marketing Institute

OCT 2021

- Professional Digital Marketing Certificate

Collegiate Girls' High School | 2018

- National Senior Certificate

WORK EXPERIENCE

IT Support Assistant

Jan 2019 - present

Optimi Classroom (3-week contract)

- Delivered IT support and resolved technical issues for 50+ clients daily.
- Memorized troubleshooting steps to resolve over 10 key system issues efficiently.
- Provided exceptional customer service while handling high-pressure scenarios.

Assistant/ Virtual Assistant

March 2021 - 2022

WERSVN | March 2022

- Organized appointments, schedules, and documentation for seamless meeting preparation and post-service reviews.
- Supported IT-related tasks with a focus on efficient administrative processes.

Tarot by Buhle Ngoma | 2021

- Managed IT-enabled scheduling, financial transactions, and records to maintain accurate cash flows and client satisfaction.
- Coordinated virtual platforms for seamless business operations